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PATENT NUMBER and
ISSUE DATE

U.S. UTILITY Patent Application

APPL NUM 10015383	FILING DATE 12/12/2001	CLASS 379	SUBCLASS	GAU 343	EXAMINER 26112 NGUYEN, Q
**APPLICANTS: Brown Michael; McIntyre Joseph; Paolini Michael; Weaver James; Winters Scott;					
**CONTINUING DATA VERIFIED:					
** FOREIGN APPLICATIONS VERIFIED:					
PG-PUB DO NOT PUBLISH <input type="checkbox"/>		RESCIND <input type="checkbox"/>			
Foreign priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no		35 USC 119 conditions met <input type="checkbox"/> yes <input type="checkbox"/> no		ATTORNEY DOCKET NO	
Verified and Acknowledged Examiners's initials				AUS920010830US1	
TITLE : Promoting use of experts to callers waiting in a hold queue					

U.S. DEPT. OF COMMERCE PAT. & TM. PTO 436L (Rev. 12-94)

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NOTICE OF ALLOWANCE MAILED		CLAIMS ALLOWED	
		Total Claims	Print Claim for O.G.
ISSUE FEE		DRAWING	
Amount Due	Date Paid	Sheet Drwg.	Fig. Drwg. Print Fig.
<input type="checkbox"/> TERMINAL DISCLAIMER		Application Examiner	
		PREPARED FOR ISSUE	
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